



# INCIDENT ACTIVATION NOTICE

## JANUARY 2026 WINTER STORMS

Crisis Cleanup Hotline to open January 23, 2026

**CRISIS CLEANUP HOTLINE** will open January 23, 2026 for residents to request free property cleanup assistance related to recent winter storm damage..

The hotline number is **844-965-1386** and will run through Friday, February 13, 2026. Site data remains available indefinitely for users to view, add, and update cases.

**PLEASE NOTE:**

All services provided by volunteer organizations doing cleanup work are free, but service is not guaranteed due to what may be an overwhelming need. Volunteers work free of charge and provide the tools and equipment necessary to complete the work. The Crisis Cleanup hotline **CANNOT** assist with social services such as food, clothing, shelter, insurance, or questions about FEMA registration.

Incident-specific communication tools and social media assets are available for download [HERE](#).

Volunteer organizations use the Crisis Cleanup platform to claim, complete, and close cases. Because everyone works from the same real-time list, duplication of effort is reduced and more households receive help. Crisis Cleanup provides the tools — the website and hotline — while local partners coordinate the response, including recruiting phone volunteers who answer calls remotely from their homes.

## REQUEST ORGANIZATION OR AGENCY ACCESS TO CRISIS CLEANUP PLATFORM FOR THIS INCIDENT

Volunteer organizations and government agencies responding to the January 2026 Winter Storms may request access to the Crisis Cleanup platform by going to [www.crisiscleanup.org/register](http://www.crisiscleanup.org/register).

Existing users can login and, if needed, click 'Request Redeploy' to gain access to the 'Jan 2026 Winter Storms' incident.

## PHONE VOLUNTEERS NEEDED

Crisis Cleanup needs phone volunteers to help staff the hotline for the '**Jan 2026 Winter Storms**' incident. Volunteers can serve from anywhere with a phone and internet-connected computer. Calls can be taken as availability allows—no quotas or scheduled shifts required.

The hotline will be open through **Friday, February 13, 2026** and operates **7 days a week from 9 am to 8:30 pm** (incident time zone). Volunteers take calls for all open incidents. Volunteers must be affiliated with a registered organization.

This opportunity is ideal for volunteers with limited time, those who can't do physical cleanup work, or those who live outside the affected area.

For more details and how to register phone volunteers see the [Crisis Cleanup Phone Volunteer Information Sheet](#) (may be shared freely).

## CONTACT US

General questions & Volunteer Organization support: Gina Newby - [gina@crisiscleanup.org](mailto:gina@crisiscleanup.org)

State-level agencies and media Inquiries: Jeri Curry - [jeri@crisiscleanup.org](mailto:jeri@crisiscleanup.org)